

# RISK ASSESSMENT AND MANAGEMENT PLAN (revised August 2015)

## General Code of Practice Liquor Licensing Act 1997

Club name: Willunga Sports and Social Club

Licence no: 51308396

Licence Type (tick relevant box):  Limited Club Licence  Club Licence  Special Circumstances Licence

This management plan has been adopted by the committee members/ directors and management of the Club and sets out how the General Code of Practice will be applied.



### Approval of Management Plan

Date management plan was approved: 30 May 2019

Date management plan was last reviewed: 30 May 2019

Date management plan is due for review: May 2020

*(must be reviewed and, if necessary, modified every two years or when operations under the licence alter in such a way that warrants a review and modification of the management plan to be undertaken):*

Signature of Authorised Person(s):  
1.   
2. 

Print name(s) & Title(s):  
1. Neil Lang (President Willunga sports and Social Club)      2. Ben Baxter (President Willunga Football Club)

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## INTRODUCTION

### Purpose of the General Code of Practice

- The **General Code of Practice** (the General Code) is established under the *Liquor Licensing Act 1997* (the Act) and **must be complied with by all licensees**.
- The purpose of the General Code is to promote the objects of the Act. These objects are outlined in both the Act and the General Code.
- The **General Code of Practice Guidelines** (the Guidelines) provide assistance to management and staff to meet the Club's legal obligations pursuant to the General Code. The Guidelines also provide examples of practices considered unacceptable. All volunteers and staff should be aware of those examples and not engage in any of those practices.

### Risk Assessment

- The intention of the General Code is to **make sure you assess the potential risks** associated with your liquor licence and **put in place practices/measures** to manage these risks.
- You must make an assessment of the risks associated with the Club to determine whether they are a **low, medium or high risk** or whether any practices pose an **unacceptable risk**.
- This assessment must be based upon what a **reasonable person** would consider to be low, medium, high or unacceptable risk.
- Generally speaking, the level of **risk associated with your licence will depend on a number of factors** including your hours of operation, whether you trade late at night or have entertainment, the capacity limit of your licence and the type of patron that you attract.
- Please note that the General Code says that you must be able to demonstrate that you have taken **reasonable steps** to assess the risks associated with your licence, and you must have a **written management plan** in place containing the **reasonable measures** that you are going to implement to reduce and manage these risks.

## Management Plan

- It is a requirement of the General Code that all licensees have a **written management plan** in place and **kept on the premises**.
- The attached risk assessment and management plan template can be used as is, or modified to suit your Club's circumstances. Alternatively, you may wish to develop your own risk assessment and management plan.
- In addition to the attached risk assessment and management plan template, you can refer to the following documents for assistance in developing your written management plan –
  - Your liquor licence (including your licence conditions)
  - *General Code of Practice*
  - *General Code Guidelines*
  - *Self-Assessment Compliance Audit Checklist*
  - *Intoxication Guidelines*
  - *Liquor Licensing Act 1997*

These documents are all available on the CBS website - [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

You might like to **attach copies of the abovementioned documents for reference as part of your management plan**. In addition, your existing policies and procedures can be attached to your management plan.

- Your written management plan must be **current**, and you must ensure that **all staff receive training** in relation to the content of the management plan. It is important to remember that the level of risk and the reasonable steps that you need to take may change from time to time. For example, if you conduct a particular promotion or event or if for some other reason your Club is likely to attract a greater number of patrons or have an increased demand for liquor, then your plan should identify this and any additional measures to be implemented at those times.
- You will the need to review each section of the attached management plan template, **adapting the information throughout** to ensure your plan accurately reflects the risks and measures relevant to your Club.

# RISK ASSESSMENT

<p><b>General Code requirements</b></p> <p><b>General Code of Practice</b></p> <p>Undertake an assessment of the risks associated with your Clubs operations.</p> <p>Identify -</p> <ul style="list-style-type: none"> <li>▪ low risk</li> <li>▪ medium risk</li> <li>▪ high risk</li> </ul> <p>Do not undertake operational practices involving unacceptable risks.</p>	<p><b>Risk Assessment</b>  <i>Consider the nature and extent of your liquor licence to identify the risks associated with operational practices.</i></p> <p><b>Some factors to consider</b></p> <p><b>Type of Club Licence?</b>    <input checked="" type="checkbox"/> Limited Club Licence    <input type="checkbox"/> Club Licence    <input type="checkbox"/> Special Circumstances Licence</p> <p><b>The Club is located in?</b>    <input type="checkbox"/> the CBD    <input checked="" type="checkbox"/> a suburban area    <input type="checkbox"/> a regional centre    <input type="checkbox"/> a remote location</p> <p><b>The Club is operated by?</b>    <input type="checkbox"/> volunteers only    <input type="checkbox"/> paid staff only    <input checked="" type="checkbox"/> volunteers and paid staff</p> <p><b>Authorised trading hours:</b></p> <table border="1"> <thead> <tr> <th>DAY</th> <th>OPEN</th> <th>CLOSE</th> </tr> </thead> <tbody> <tr><td>Monday</td><td></td><td></td></tr> <tr><td>Tuesday</td><td></td><td></td></tr> <tr><td>Wednesday</td><td></td><td></td></tr> <tr><td>Thursday</td><td></td><td></td></tr> <tr><td>Friday</td><td></td><td></td></tr> <tr><td>Saturday</td><td></td><td></td></tr> <tr><td>Sunday</td><td></td><td></td></tr> </tbody> </table> <p><b>Actual trading hours?</b></p> <table border="1"> <thead> <tr> <th>DAY</th> <th>OPEN</th> <th>CLOSE</th> </tr> </thead> <tbody> <tr><td>Monday</td><td></td><td></td></tr> <tr><td>Tuesday</td><td></td><td></td></tr> <tr><td>Wednesday</td><td></td><td></td></tr> <tr><td>Thursday</td><td>1700</td><td>2300</td></tr> <tr><td>Friday</td><td></td><td></td></tr> <tr><td>Saturday</td><td>1230</td><td>2300</td></tr> <tr><td>Sunday</td><td></td><td></td></tr> </tbody> </table> <p><b>Maximum capacity of patrons:</b>    <span style="border: 1px solid black; padding: 2px;">300 in Area 1+2 300 in Area 3</span>    <b>Generally, the number of patrons at any one time?</b>    <span style="border: 1px solid black; padding: 2px;">150</span></p> <p><b>Do you provide entertainment?</b> Yes    <b>If yes, what type of entertainment?</b>    <span style="border: 1px solid black; padding: 2px;">Music and TV</span></p> <p><b>What does your Club offer?</b>    <input checked="" type="checkbox"/> Bar    <input checked="" type="checkbox"/> Dining    <input type="checkbox"/> Function Facilities    <input type="checkbox"/> Gaming Machines    <input type="checkbox"/> SA Lotteries    <input type="checkbox"/> TAB</p> <p>Other _____</p>	DAY	OPEN	CLOSE	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			DAY	OPEN	CLOSE	Monday			Tuesday			Wednesday			Thursday	1700	2300	Friday			Saturday	1230	2300	Sunday		
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Does the Club sell take away liquor? No

What type of patrons do you generally attract? (e.g. male/female, age group)

Male and Female 15 to 60 yrs old

Do you have any issues with minors? No

Are your Club rooms hired out for special functions such as 18th and 21st birthdays or weddings? No

Do you conduct special events and if so, do you see a greater number of patrons on your premises at these times? Yes

Is it likely that the risk level for your Club may vary from time to time (eg. when holding events, sporting finals etc)? Yes

Have you had any alcohol related incidents in the past? Yes

Are your staff / volunteers aware of their obligations under the *Liquor Licensing Act* and the *General Code*? Yes

Does your Club have policies and procedures in place regarding the responsible service of alcohol? Yes

Have you given consideration to all other factors relevant to your licence and your operations? Yes

*Generally Clubs would be considered as 'low risk' but depending on the risks identified above, your risk may be higher.*

Taking all the above factors into consideration, we assess our Club generally as:

**Overall risk assessed as:**  low risk  medium risk  high risk

**NOTE: If your Club has functions or events on a particular day that considerably increases your risk, measures to address these risks on those occasions must be included in your management plan.**

## MANAGEMENT PLAN

### REQUIRED TRAINING AND PRACTICES

**NOTE:** Clubs with a Limited Club Licence are exempt from the mandatory RSA training requirement. The Commissioner may also grant exemptions upon request in some circumstances.

Does your Club have a Limited Club Licence and therefore is exempt from the mandatory RSA training requirement? Yes

*If your Club is exempt, your management plan will not need to include measures to ensure compliance with this section of the General Code. However, even if your Club is exempt from the mandatory RSA training requirements, it is good practice for your volunteers and staff to undertake formal training to ensure they are aware of their obligations under the Liquor Licensing Act and General Code of Practice.*

General Code requirements	Risk Assessment <i>Some factors to consider</i>		Practices/measures to be implemented
<p><b>General Code of Practice - Part 2 Clause 7 - Responsible Service of Alcohol training</b></p> <p>(1) A licensee must ensure that all staff involved in the service or supply of liquor on the licensed premises complete nationally accredited responsible service of alcohol (RSA) training.</p> <p>(2) Training must be completed - by new staff within 3 months of commencing employment.</p>	<p>Do you have staff and / or volunteers that are required to undertake RSA training?</p> <p><i>Please note: RSA refresher training is not mandatory, but you may wish to consider it every 2 years.</i></p> <p>If you have answered yes, note the deadline listed in the left column.</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>• All staff / volunteers involved in the service or supply of liquor must undertake nationally accredited RSA training.</li> <li>• New staff / volunteers must complete RSA training before starting employment</li> <li>• Staff / volunteers who have already undertaken RSA training must produce a certificate upon commencement of employment.</li> <li>• Any staff member or volunteer who fails to undertake RSA training by the applicable deadline, or fails to provide a copy of their RSA certificate, will not be permitted to serve alcohol</li> </ul>

<p>(5) A licensee must produce evidence of the completion of responsible service of alcohol training by persons as required by this clause or by licence conditions, within 7 days of being requested to do so by an authorised officer.</p>	<p>Do you already keep a record of training completed by staff?</p> <p>If you have answered yes, can you make this readily available upon request?</p>	<p>Yes</p> <p>Yes</p>	<ul style="list-style-type: none"> <li>• A training register and certificates are filed at the Club and are available for inspection by an authorised officer under the <i>Liquor Licensing Act</i> within 7 days of the request.</li> <li>• Should a staff member / volunteer cease to work at the Club, he or she may be provided with a copy of their training register.</li> <li>• WFC is a Level 3 Good Sports Club</li> <li>• We encourage RSA training for all committee and any potential bar staff</li> <li>• Responsible Service of Alcohol posters are prominently displayed.</li> </ul>
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## PRACTICES RELATING TO MINORS

General Code requirements	Risk Assessment <i>Some factors to consider</i>		Practices/measures to be implemented
<p><b>General Code of Practice - Part 2 Clause 8 - Practices relating to minors</b></p> <p>(1) A licensee must take reasonable steps to prevent –</p> <p>(a) minors consuming or being supplied with liquor on the licensed premises</p> <p>(b) minors unlawfully entering or remaining on the licensed premises or any part of the licensed premises that is out of bounds to minors.</p>	<p>Are minors regularly on your premises?</p> <p>Are minors usually accompanied by a parent or guardian?</p> <p>Can minors easily be served alcohol at the Club?</p> <p>Does the Club have the relevant signage displayed? e.g. Section 113 sign and a Section 112 sign (if applicable)</p> <p>Is your Club open after midnight on any day? <i>Remember, minors are prohibited from entering or remaining in licensed premises between the hours of midnight and 5 am unless they are in a designated dining area.</i></p> <p>Do you have any areas out of bounds to minors?</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes but Rarely</p> <p>Yes Behind the Bars</p>	<ul style="list-style-type: none"> <li>• Minors are present usually on Thursday night after sports training from 5:00pm until about 8:00pm and on Saturday after games from 5noon until; about 10:00pm.</li> <li>• We refuse service of alcohol to any person suspected of being underage and who does not have acceptable ID.</li> <li>• All staff are aware of the types of identification (ID) that can be accepted as proof of age – drivers licence, passport, proof of age card and a key pass card.</li> <li>• If we suspect an ID is fake, we notify the police.</li> <li>• Even if a minor is accompanied by a parent or guardian, a minor CANNOT obtain or consume alcohol at the Club or in areas adjacent to the Club.</li> <li>• If a minor contravenes the <i>Liquor Licensing Act</i>, an authorised person can require the minor to leave the premises.</li> <li>• We refuse service to anyone suspected of supplying alcohol to minors.</li> <li>• All staff and volunteers are familiar with the relevant sections of the <i>Liquor Licensing Act 1997</i> that relate to minors.</li> <li>• Section 112 and 113 signs are displayed at entrances to the Club and bar areas.</li> </ul>

<p><b>General Code of Practice - Part 2</b>  <b>Clause 8 - Practices relating to minors</b></p> <p>(2) A licensee must not promote, advertise or conduct their operations in a way that tends to encourage minors to consume liquor.</p>	<p>Does the Club offer special drink promotions / happy hours etc that could encourage minors to consume liquor?</p> <p>Is your Club or its advertising (e.g. posters) located near a local school?</p>	<p>No</p> <p>Yes</p>	<ul style="list-style-type: none"> <li>• We basically do not have drink promotions that attract minors. The only promotion we have is a wine of the month to promote our sponsors.</li> <li>• We will ensure that any advertisements do not include imagery or designs etc that are likely to appeal to minors.</li> <li>• No alcohol promotion is attached to the outside of the building</li> <li>• The Willunga Primary School borders the oval and children walk past the Club's main doors to enter the basketball stadium and to and from school. While we may advertise events that are visible to the children, any posters will not refer to alcohol.</li> </ul>
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## **PRACTICES PROMOTING A RESPONSIBLE ATTITUDE TO THE CONSUMPTION OF LIQUOR ON LICENSED PREMISES**

General Code requirements	Risk Assessment <i>Some factors to consider</i>		Practices/measures to be implemented
<p><b>General Code of Practice - Part 2 Clause 9 - Practices promoting a responsible attitude to the consumption of liquor on licensed premises</b></p> <p>(1) A licensee must not promote, advertise or conduct their operations in a way that tends to encourage the rapid or excessive consumption of liquor or that discourages a responsible attitude to the consumption of liquor.</p> <p>2) A licensee must not offer gender-based promotions involving free or discounted liquor.</p>	<p>Does the Club offer drink promotions / happy hours etc.?</p> <p>Does your Club offer “all you can drink” type functions?</p> <p>Are your staff / volunteers trained appropriately to ensure the Club does not encourage the rapid or excessive consumption of alcohol?</p> <p>Does the Club offer gender-based promotions involving free or discounted liquor?</p>	<p>No</p> <p>No</p> <p>Yes</p> <p>No</p>	<ul style="list-style-type: none"> <li>• Language, slogans or images used in advertisements or promotions do not encourage patrons to get drunk, drink excessively or drink rapidly.</li> <li>• We prohibit drinking games, competitions, dares or challenges that involve rapid or excessive consumption of liquor.</li> <li>• We do not sell “shots” of alcohol</li> <li>• We occasionally have a cheap drink to promote a sponsor, but the time and volume is limited</li> <li>• Our wine serves are sometimes bigger than a standard drink and we have a poster that advises patrons of that fact.</li> <li>• The Club does not offer gender-based promotions or practices of any type</li> </ul> <p>Note: Promotions that are not specifically gender-based and clearly do not encourage rapid or excessive consumption (for example, a free champagne or beer with a meal on Mother’s or Father’s Day) would not be considered a breach of the <i>General Code of Practice</i>.</p>

<p><b>General Code of Practice - Part 2</b>  <b>Clause 9 - Practices promoting a responsible attitude to the consumption of liquor on licensed premises</b></p>			
<p>(3) Except where liquor is sold for consumption off licensed premises only, or where liquor is supplied by way of sample only, a licensee must at all times -</p> <p>(a) ensure that free cool drinking water is readily available to patrons on the licensed premises; and</p> <p>(b) ensure that at least one non-alcoholic beverage (other than water) is available for purchase at a price that does not exceed the price of the least expensive alcoholic beverage available for purchase.</p>	<p>Is free cool drinking water available over the counter upon request or available for customers to help themselves from some kind of water dispenser that sits on the bar?</p> <p>If you are providing a water dispenser unit for customers, are there measures in place to ensure it is never empty?</p> <p>Does the Club have non-alcoholic beverages available for purchase?</p> <p>Does the Club have at least one non-alcoholic beverage (other than water) that is available for purchase at a price less than the price of the least expensive alcoholic beverage?</p> <p>If yes, is this non-alcoholic beverage always in stock?</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes o</p>	<ul style="list-style-type: none"> <li>• The Club provides free cool drinking water at all times which is easily accessible to all patrons and is constantly monitored to ensure water is available at all times.</li> <li>• There is a sign above the water dispensing station</li> <li>• There are a large range of soft drinks available from the bar</li> <li>• All non-alcoholic drinks are cheaper than the least expensive alcoholic drink.</li> </ul>





<p>(c) to manage incidents related to intoxication and/or disorderly, offensive, abusive or violent behaviour that may occur on licensed premises.</p>	<p>Are staff / volunteers aware of how to manage incidents appropriately?</p> <p>Do the staff / volunteers know how to complete a barring order?</p> <p>Does the Club engage crowd controllers?</p>	<p>Yes</p> <p>Yes</p> <p>Yes, for some events</p>	<ul style="list-style-type: none"> <li>• Large functions at the Club (eg. grand final events) are monitored appropriately by the staff and security hired if necessary. We always hire security for Grand final night where there may be a lot of non-members in attendance</li> <li>• In the event that an intoxicated and/or disorderly, offensive, abusive or violent patron fails to leave when asked, police will be called.</li> <li>• Staff / volunteers will attempt to assist patrons to obtain safe transport home if required.</li> <li>• Patrons who are intoxicated and/or disorderly, offensive, abusive or violent, may be barred from the Club.</li> <li>• When issuing a barring order, we ensure the correct form is used and that we follow correct procedure. Barring orders can be completed by the licensee (the Club), a responsible person or the police.</li> <li>• Barring Procedure: <ul style="list-style-type: none"> <li>○ Complete the 'Order Barring Person from Licensed Premises' form from Consumer and Business Services and follow the procedure in the <i>Liquor Compliance Folder</i></li> </ul> </li> <li>• Crowd Controllers: <ul style="list-style-type: none"> <li>○ Crowd controllers are engaged to assist with the security for larger functions and events.</li> <li>○ Only crowd controllers approved by Consumer and Business Services to work in licensed premises must be used. Our preferred supplier is <i>First Response Security</i></li> <li>○ Note – when force is used, the 'Use of Force Register' must be completed and kept in the Clubs <i>Liquor Records Folder</i>.</li> </ul> </li> </ul>
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## PRACTICES RELATING TO DISTURBANCES

General Code requirements	Risk Assessment Some factors to consider		Practices/measures to be implemented
<p><b>General Code of Practice - Part 2 Clause 12 - Practices relating to disturbances</b></p> <p>(1) A licensee must take reasonable steps –</p> <p>(a) to prevent undue offence, annoyance, disturbance, noise or inconvenience to people who reside, work or worship in the vicinity of the licensed premises, resulting from entertainment or activities on the licensed premises or the conduct of people making their way to or from the licensed premises; and</p> <p>(b) to ensure public order &amp; safety.</p>	<p>Are your premises located within or near a residential area?</p> <p>Does the Club trade past midnight on any occasion?</p> <p>Do you provide entertainment?</p> <p>If yes, is the entertainment likely to create a lot of noise?</p> <p>Do customers leaving your premises have to walk past residential areas in order to get to a car park, taxi rank or public transport?</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>No</p>	<ul style="list-style-type: none"> <li>• When required, make an announcement asking patrons to leave the area quickly and quietly.</li> <li>• When relevant, use crowd controllers to help disperse and direct patrons from the immediate area of the premises after closing.</li> <li>• If relevant, display information about any nearby managed taxi ranks and other public transport services.</li> <li>• Ensure that entry/exit areas and parking areas have adequate lighting and are free of hazards and obstructions.</li> <li>• Respond to any complaints about noise or disturbance immediately.</li> <li>• Patrons whose behavior causes disturbance or offence on / or in / the vicinity of the Club may be barred.</li> </ul>



## PRACTICES RELATING TO DECLARED CRIMINAL ORGANISATIONS

General Code requirements	Risk Assessment Some factors to consider		Practices/asures to be implemented
<p><b>Practices relating to Declared Criminal Organisations.</b></p> <p><b>Section 117D Exclusion of Persons wearing or carrying prohibited items</b></p> <p>(1) The following persons must not knowingly allow a person who is wearing or carrying a prohibited item to enter or remain in licensed premises: -</p> <p>(a) the licensee for the premises;</p> <p>(b) the responsible person for the premises;</p> <p>(c) an employee or agent of the licensee or responsible person working at the premises.</p>	<p>Are staff aware that a person must not knowingly, be allowed to enter or remain in licensed premises, if the person is wearing or carrying a prohibited item.</p> <p>Are staff aware that if an authorised person requires a person who is wearing or carrying a prohibited item (the <b>prohibited person</b>) to leave licensed premises, the prohibited person must immediately leave the premises.</p> <p>Are staff aware that an authorised person will not be charged with an offence, if the authorized person has made a request to a Police Officer to remove the person</p> <p><b>Declared criminal organisation</b> means an entity declared by regulation to be a declared criminal organisation;</p> <p><b>Prohibited item</b> means an item of clothing or jewellery or an accessory that displays— (a) the name of a declared criminal organisation; or (b) the club patch, insignia or logo of a declared criminal organisation; or <b>Note—</b> The things mentioned in paragraph (b) are also known as the <b>colours</b> of the organisation. (c) any image, symbol, abbreviation, acronym or other form of writing that indicates membership of, or an association with, a declared criminal organisation, including— (i) the symbol "<b>1%</b>"; and (ii) the symbol "<b>1%er</b>"; and (iii) any other image, symbol, abbreviation, acronym or other form of writing prescribed by regulation for the purposes of this definition</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>	<ul style="list-style-type: none"> <li>• A sign notifying the Public that Declared Criminal Organisations are prohibited is posted in the venue. (<i>optional</i>)</li> <li>• A poster with the logos of the Declared Criminal Organisations and examples of their “colours” clothing and accessories is available back of house for all staff to view. (<i>Highly recommended</i>)</li> <li>• When a person enters the licensed premises wearing or carrying a prohibited item, staff should always put their safety first before deciding whether to ask the person to remove the item or leave the premises. If in doubt serve the patron and contact the Police when it is safe to do so.</li> <li>• If a person is identified wearing or carrying a prohibited item and does not leave or remove items from the venue, when asked, then the South Australian Police will be notified to take action.</li> <li>• An Incident Report Form is available for staff to complete when the South Australian Police are contacted. This form should be completed even if the Police do not attend.</li> </ul>

## INDUCTION AND REFRESHER TRAINING

General Code requirements	Risk Assessment <i>Some factors to consider</i>		Practices/measures to be implemented
<p><b>General Code of Practice - Part 3 Clause 14 - Induction and refresher training</b></p> <p>(1) A licensee must provide to all staff involved in the service or supply of liquor on the licensed premises, training in relation to the management plan to be implemented to address the risks associated with the operational practices.</p> <p>(2) The training must be provided –  To all staff on induction and at least once in every subsequent period of two years</p> <p>(3) The licensee must produce evidence of the completion of the training by persons as required by this clause within 7 days of being requested to do so by an authorised officer.</p>	<p>Does the Club keep records of training completed by staff?</p> <p><i>Note the deadlines for existing and new staff in the left column.</i></p> <p>If records are kept, can these records be made available to an authorised officer within 7 days of the request?</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>• Refresher training on this management plan is required at least once every two years from induction.</li> <li>• Incorporate discussion of relevant sections of the <i>Liquor Licensing Act 1997</i> into induction and refresher training for all staff.</li> <li>• Bar Staff and Committee meetings are an opportunity to engage staff in discussions about emerging issues and trends relating to the responsible service of alcohol.</li> <li>• Staff will be involved and consulted in the development of or changes to alcohol policies or operational procedures.</li> <li>• Document details of when induction and refresher training is provided and keep records of this on the licensed premises.</li> <li>• Keep records of induction and refresher training in a central place in the Staff Training Register in the Clubs <i>Liquor Records Folder</i>.</li> <li>• Each staff member / volunteer will have their own documented training register.</li> <li>• If a staff member / volunteer ceases to work at the Club, a copy of their training register may be provided to them.</li> <li>• If an authorised officer requests to see evidence of induction and refresher training, this must be produced within 7 days.</li> </ul>